New Hampshire Connections Information System (NHCIS)

Quick Guide

Table of Contents

Last Updated: Friday, June 23, 2023

This is the **Community Portal** for the NH Connections Information System (NHCIS). This is where individuals working in the field of early childhood and out-of-schooltime register to access professional development, credentialing, and background checks. Administrators, approved by the Child Care Licensing Unit, have access to their staffs' BRC eligibility status and expiration.

We call this the **Community Portal** or the **New Hampshire Connections Portal**.

https://nhpublichealth.force.com/nhccis/s/login/?startURL=%2Fnhccis%2Fs%2F&ec=302

Registering for NHCIS

If you are new to the system, you should sign up for an account as soon as possible. Please use your personal email address so you have access to this account if you change employers and use your legal first and last names. This email address will also be your username.

Register by clicking the **REGISTER** button on the left-hand side of the screen. You will land on this form to complete.
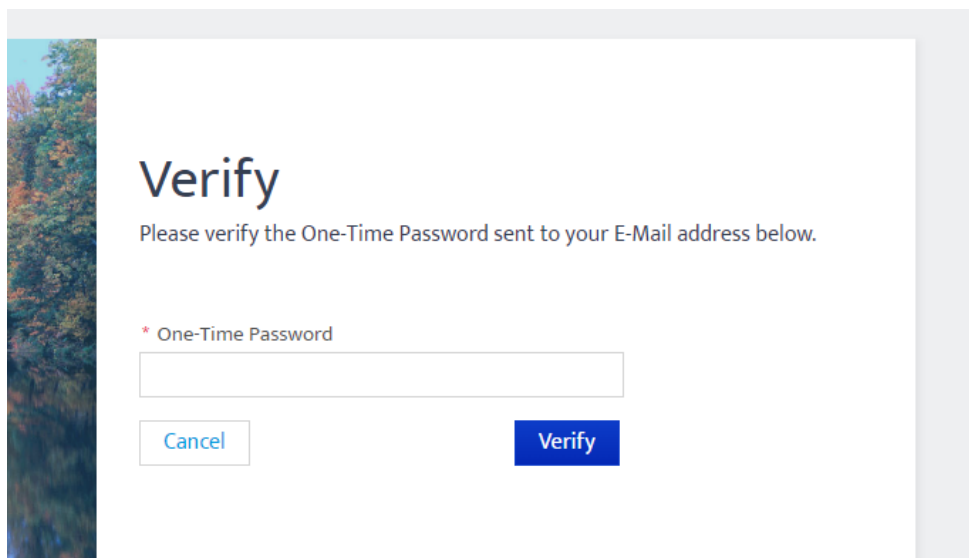
Once you complete the registration form you will come to this screen. You should have an email (pictured below) in your mailbox (yours will not say "Sandbox"). If you do not see this e-mail, please check your spam folders and include it as a "trusted sender" so this e-mail will not go to your spam folder.

Once you enter your verification code you will need to answer these 4 questions to move forward. These questions are for data purposes to help DHHS get a better picture of the early childhood and out-of-schooltime workforce in New Hampshire.

Now you are in the **Community Portal!**

Connecting to your Child Care Program

Below you will see two squares. One says Professional Registry and the other says Training. We call these **Tiles.** Everyone can see these tiles upon registering.

Now to connect to the child care program you work for or plan to work for, if that applies to you.

Click on the **GET STARTED** box within the pink square. Once you do this you will search for the program you are planning to work at (or are already working at). Use the exact name as it appears on the program's license, which can be found by searching for the child care program using the Child Care Search on the NH Connections Website:
https://nhpublichealth.force.com/nhccis/NH_ChildCareSearch
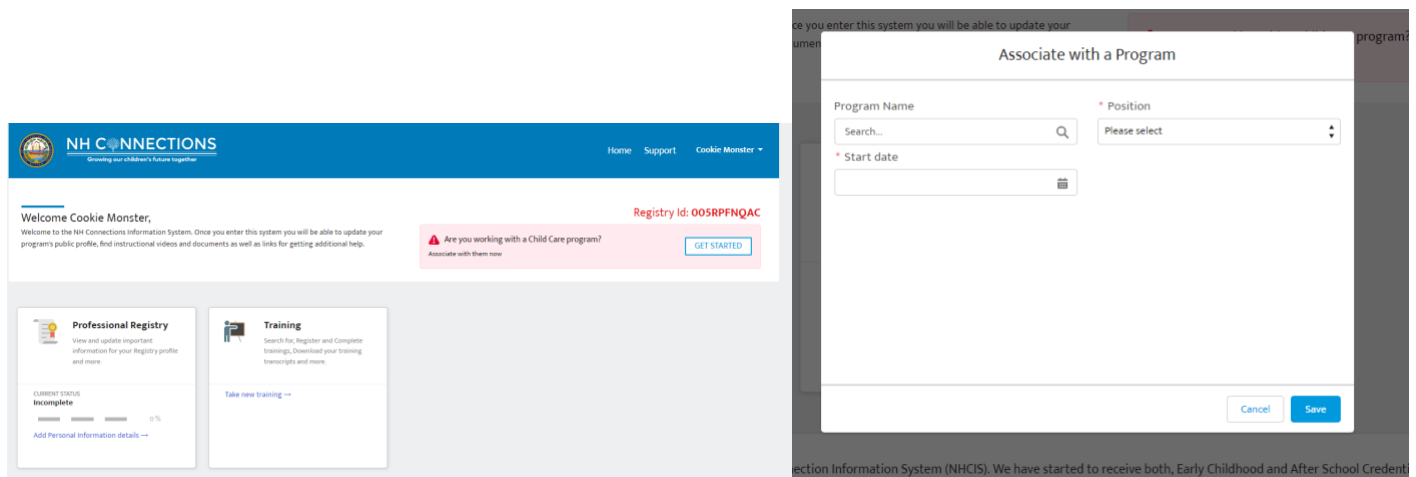
Here is what this looks like as you enter information. There are roles within the system (such as Center Director) that require the approval of the Child Care Licensing Unit and allow you elevated access within the system. You should be in touch with your licensing coordinator about being approved per He-C 4002. If you need assistance, please call us at 603-271-9025.

When searching for your program verify the license # as seen below with an organization that has multiple programs.
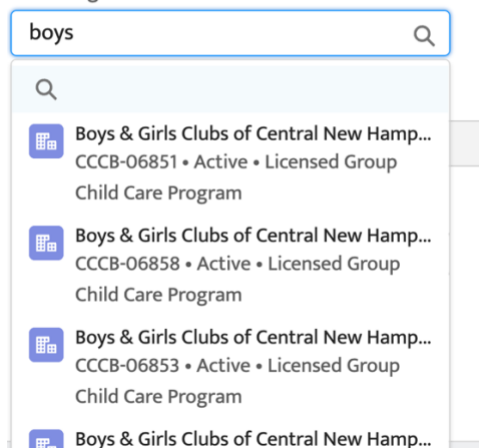
Completing your Background Record Check in NHCIS

Once you are registered and connected with a child care program you will now have a Background Record Checks (**BRC**) Tile. You will also have a registration ID which can sometimes be helpful if you run into issues and need further assistance.

Your next step is to begin the Background Record Check Process. Once you hover over this tile you will see the VIEW DASHBOARD square. Enter this tile by clicking on this square.
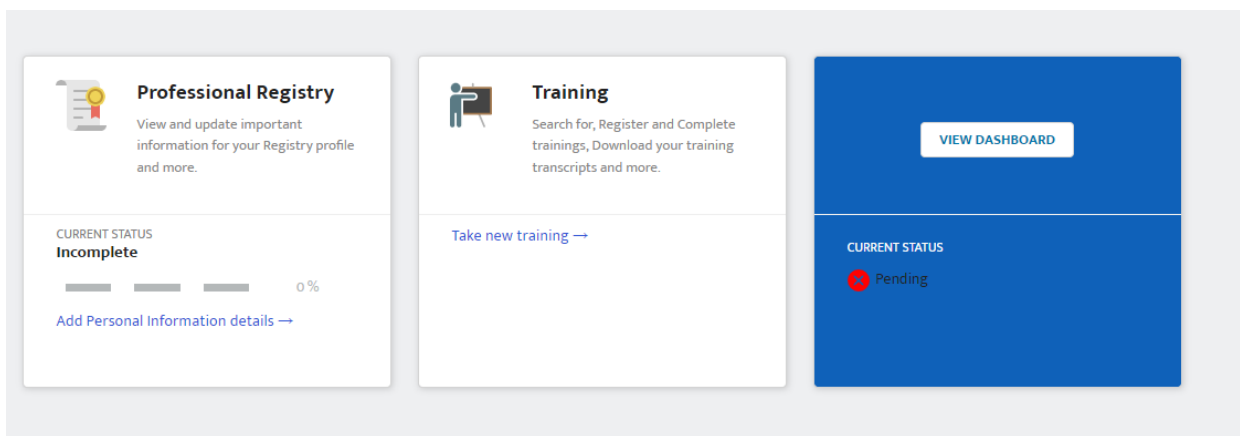
Once you enter the BRC tile you will see an option to start a New Application
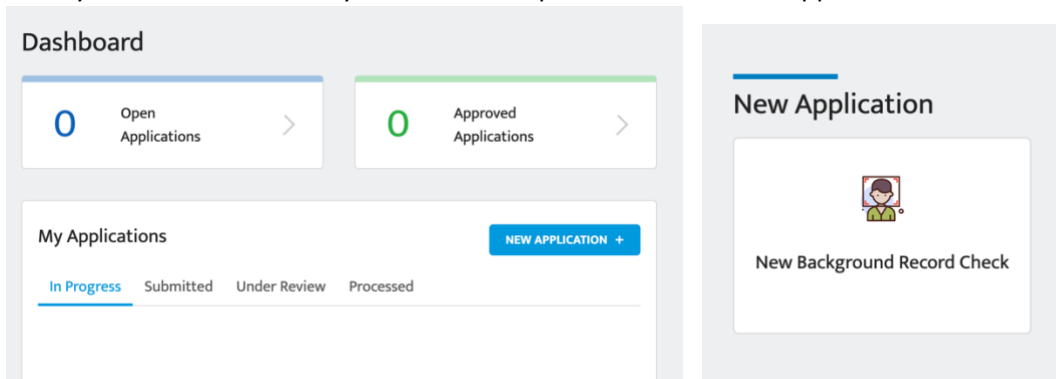
Please read all instructions and make sure you don't miss any important information.

Introduction

Getting started with your Background Record Check

Welcome to the NH Connections Background Record Check Portal. If you have been hired by or are currently working in a licensed child care, or residential program; or are a household member in either, you are required to complete a background record check (BRC) before you can begin working in the program. This includes anyone who resides in a program that may not work in the program, but could have unsupervised access to children in care. To initiate a new BRC you will complete a new BRC request. Once complete, an email will be sent to you at the email address you have provided, detailing next steps, including how to schedule a fingerprint appointment, and a checklist of what must be submitted to ensure that your packet is complete. Throughout the process, you will receive email updates, but you can also log in to the portal to follow the progress of your BRC request.

The NH Child Care Licensing rules currently mandate that ALL BRC materials be submitted together in one packet, therefore, please ensure to follow this process, as a BRC packet that is missing any of the required documentation will be returned to the program in which you are affiliated with, for completion. Upon receipt of a complete packet, CCLU staff will process it.

Keep copies of all documentation submitted for your records.

If you have any questions regarding the BRC process, you may call the Child Care Licensing Unit at (603) 271-9025 to speak with our office staff.

Click Next to begin.

Cancel   Next

Introduction ✓

Personal Information ✓

CHRI Authorization ✓

4   **Household and Personnel**

4.1 Aliases and Addresses

4.2 Employment

5   **Review and Submit**

Personal Information

2.1 Contact Details

Please review and update your personal information, ensuring that all information provided is complete and accurate.

Please pay particular attention to this section and make sure you are including the required information.

Household and Personnel

4.1 Aliases and Addresses

Please review the information below, and add any additional Aliases, as needed, ensuring that ALL aliases are provided.

Aliases (include maiden names, previous married names and ANY/ALL last names that you have ever used.)

Add an Alias

Click the "Add an Alias" button to get started

Previous Addresses (states other than NH)   **Add an Address**

Please provide complete addresses for all towns/states that you have lived in during the previous five years. You must also include the month, day and year to capture the time you moved in through the time in which you moved out of each location.

Click the "Add an Address" button to get started

Previous   **Save And Next**

One you have submitted your application you can find the application in "My Applications" in the submitted section.

In addition, you will receive an email with instructions on next steps:

Immediate Attention Required

Date: 4/18/2023

Re: Background Record Check submission # 16847

Dear ,

Our records indicate that you have initiated a background record check (BRC) via the NH Connections Information System (NHCIS). If you have not yet scheduled a fingerprint appointment, go to our website for more information on scheduling your appointment.

Once your appointment is scheduled, log in to NHCIS, and click on the Background Record Check tile. Under 'My Applications' on the left side of the screen, click on 'My Documents.' This will bring you to the application currently in progress. Click on the application number, then the icon ⊕ next to the form(s) to download and print.

If your fingerprint appointment was scheduled and paid for online using the Department of Safety CHRI Applicant Portal:

- Employment Eligibility Card if applicable

OR

If your fingerprint appointment was at a local police department:

- CHRI Page
- Employment Eligibility Card if applicable

Review all forms, and sign and date where required.

If your fingerprint appointment was at a local police department, you will receive an *Applicant/Licensing LiveScan Fingerprinting form*, which must be mailed to CCLU with the forms above. If you are required to submit an Employment Eligibility Card Application, page 2 must include the date and the location of your scheduled fingerprinting appointment.

*Submit all forms and applicable fees as noted on the forms, in one packet, directly to the Child Care Licensing Unit, 129 Pleasant Street, Concord, NH 03301.

*If your application indicated you currently live or have lived in a state other than NH in the previous 5 years you will receive another email with instructions on additional forms to be submitted. Please mail those forms WITH the information above.

What Happens Next:

- If no disqualifying convictions are identified, you will be deemed "eligible" to work and your BRC status will be updated and available to you and the program in the NH Connections Information System.
- If the BRC identifies immediate disqualifying convictions, you will receive a letter informing you that you have been deemed ineligible to work, as well as detailed information relevant to that determination. The program will not receive information regarding any disqualifying convictions, but will be notified that you are no longer eligible to work in their child care program.
- If the BRC identifies convictions that need further investigation, you will receive a letter with instructions on what to be submit to CCLU and a due date for the information. Failure to respond by the due date will result in a determination of ineligible to work.

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLUnit@dhhs.nh.gov
https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing

Downloading Forms

You will find your documents on your BRC page along the left-hand column under My Documents, the screen shots below show how you can access this section and download your documents for printing.

If you have lived in another state during the last 5 years you will also receive an email with instructions on where to find the out of state forms and instructions. This must be submitted with your completed paperwork and any payments required.

Once your paperwork is received at CCLU and it is being processed your application status will change to "Under Review." This process can take from a week to several weeks depending on results received from criminal or abuse and neglect registries. Should there be results from any of these searches you will receive a letter from us with a deadline for providing additional information. Please be sure to respond by the deadline. Failure to do so will result in being deemed ineligible.

My Applications

View all applications that has been submitted or by status below.

In Progress   Submitted   **Under Review**   Processed

Application Type	Application Number	Full Name	Date Submitted	Expiration Date	
New BRC Application	15147	Bennet Snerf	10-04-2022	--	**VIEW**

You will also receive an email when we have received the payment and application for an eligibility card if you are required to obtain one.

Date: 10/4/2022

Re: Employment Eligibility Card application and payment #15147

Dear Bennet Snerf,

The Child Care Licensing Unit has received a complete Employment Eligibility Card application for you, including full payment.

You may follow the progress of your submission through the NH Connections Information System.
https://nhpublichealth.force.com/nhccis

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLUnit@dhhs.nh.gov
https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing

If parts of your application are incomplete, you will receive an email stating the application is incomplete.   The child care program will receive a letter detailing the outstanding requirements and the instructions for resubmission. Please let the program know they should be on the lookout for this letter as delays in submitting required documentation could result in a status of ineligible.

Attention Required - URGENT

Date: 10/5/2022

Re: Incomplete Background Record Check submission #15147

Dear Bennet Snerf,

The Child Care Licensing Units records indicate that you have initiated a background record check (BRC), however, we have determined that it is incomplete and cannot be processed at this time. The child care program will receive a letter detailing the outstanding requirements, and instructions for resubmission. It is the program's responsibility to return the outstanding requirements. You can help to expedite the process by informing them you received this notice, and ensure that a complete submission is received no later than the due date provided in the letter to the program.

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLUnit@dhhs.nh.gov
https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing

Once your application has been deemed eligible you will receive an e-mail and your application will move to Processed. You will also see your expiration date in that status area as well as the top right of the BRC section of your NHCIS portal.

Your background record check (BRC) is now complete, and our office has determined that you are eligible to work in child care at this time. The status of your BRC is available to you and the program in the NH Connections Information System (NHCIS). This ensures that your employer is aware of your eligibility status.

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLUnit@dhhs.nh.gov
https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing

My Applications

View all applications that has been submitted or by status below.

In Progress Submitted Under Review **Processed**

Application Type	Application Number	Full Name	Date Submitted	Expiration Date	
New BRC Application	15147	Bennet Snerf	10-04-2022	10-04-2027	VIEW

BRC STATUS/EXPIRY DATE

Eligible/10-4-2027

You will also receive an employment eligibility card email when that card has been printed and is being mailed to you.

Date: 10/5/2022

Re: Employment Eligibility Card approval

Dear Willow Branch,

Your Employment Eligibility Card has been processed, and will be mailed to you at the mailing address provided on your application. If your mailing address has changed since you submitted your application, please provide us with the new address by emailing cclunit@dhhs.nh.gov or by calling 603-271-9025.

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLUnit@dhhs.nh.gov

https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing

Complete the fields on this page and SUBMIT:

New Eligibility Transfer Request

Submit a new request using the fields below. Once the request has been submitted you will recieve updates via email, and on this portal as they occur.

*indicates required field

Applicant Name	Current or Most Recent Program Name
▇▇▇▇▇	📇 BRC Testing Program Center Based ✕

Applicant Email	Applicant Phone
▇▇▇▇▇	(555) 555-5555

Are you still working at this program ?
○ Yes
● No

*Employment End Date
Mar 28, 2022 📅

New Program Information

New Program Name	*Eligibility Transfer Request Date	*Role
📇 Testing BRC Program Family Based ✕	Mar 28, 2022 📅	Family Child Care Assistant ▾

Street Address	Apt/Suite #

City	State	Zip/Postal Code
	▾	

CANCEL   **SUBMIT**

You will see the status of your submission here:

« Back to Dashboard

Eligibility Transfer Requests   NEW REQUEST +

View all transfer requests that has been submitted or create a new one

FULL NAME	NEW PROGRAM NAME	INITIATION DATE	DATE SUBMITTED	STATUS	
▇▇▇▇	Testing BRC Program Family Based	3/27/2022	3/28/2022	Submitted	View Details »

And you will receive an e-mail letting you know the application has been submitted. (In some cases, the director will receive an email, but not always, the director should follow the next steps to approve the transfer)

You will receive an e-mail indicating you have been approved

Sandbox: NH Child Care Licensing Unit - Eligibility Transfer Request approval ➤ Inbox ×

NH CCLU - BRC cclunit@dhhs.nh.gov via oc8duomgxc6ll.r-3b65eae.cs32.bnc.sandbox.salesforce.com

to ▮▮▮▮▮▮▮▮▮▮▮▮▮▮

Date: 3/28/2022

Re: Eligibility Transfer Request approval

Dear ▮▮▮▮▮▮▮

Your Eligibility Transfer request has been approved, and the NH Connections Information System has been updated to reflect your transfer of employment.

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLUnit@dhhs.nh.gov
https://www.dhhs.nh.gov/oos/cclu/index.htm

NOTE: You can do multiple transfers and indicate you continue to work at another program if you work at more than one program, it's the same process.

DIRECTORS/PROVIDERS

Staff and household members 10-17:

- If you have staff or household members between the ages of 10 and 17 you only need to submit a Household and Personnel form. The Household and Personnel form for ages 10-17 can be found here.

- If a 10–17-year-old has lived outside of NH during any part of the last 5 years, please also submit the appropriate Out of State CAN form. You can find that here

Your Staff Roster and BRC approval Process

You will notice in the steps above that your staff will receive an email with instructions once they submit their BRC application through NHCIS. It is important that you have them print their forms so you can mail them and any required payments to CCLU for processing. We recommend these get mailed from the program so you can ensure all steps were completed.

What you will see in your NHCIS portal

If a staff is listed as eligible they have a current BRC and can work. Ineligible means they do not have a current BRC and must not be present at the program until they are deemed eligible. Staff who are new and awaiting BRC results are marked as Pending and are not eligible to work until deemed eligible.

If you have questions about the status of your staff's application please have them check their application status as they will be able to see if it is under review or not. If you mailed documents to our office and your staff doesn't see that their application has moved from Submitted to Under Review, and it has been more than 2 weeks, please e-mail our office for more information (cclunit@dhhs.nh.gov).

If the submission is incomplete and something additional is required, your staff will receive an email and the requirements will be mailed to the child care program for completion. Here is a sample of the email your staff will receive:

Attention Required - URGENT

Date: 10/5/2022

Re: Incomplete Background Record Check submission #15147

Dear Bennet Snerf,

The Child Care Licensing Units records indicate that you have initiated a background record check (BRC), however, we have determined that it is incomplete and cannot be processed at this time. The child care program will receive a letter detailing the outstanding requirements, and instructions for resubmission. It is the program's responsibility to return the outstanding requirements. You can help to expedite the process by informing them you received this notice, and ensure that a complete submission is received no later than the due date provided in the letter to the program.

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLUnit@dhhs.nh.gov
https://www.dhhs.nh.gov/programs-services/childcare-parenting-childbirth/child-care-licensing

Once your staff have been deemed eligible you will see them on your staff roster with their expiration date.

	Name	BRC Expiration Date	Hire Date	Start Date	Eligibility	Employment Status	
	Abby Cadabby	8/29/2022		8/31/2022	✅ Eligible	Active	>
	Big Bird			9/29/2022	✅ Eligible	Active	>
	Testy Tester1	10/3/2027		10/3/2022	✅ Eligible	Active	>
	Bennet Snerf	10/4/2027		10/3/2022	✅ Eligible	Active	>

Tabs: Eligibility Transfer Requests | Pending Hires | Active

Filter letters: All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z — Search to filter...
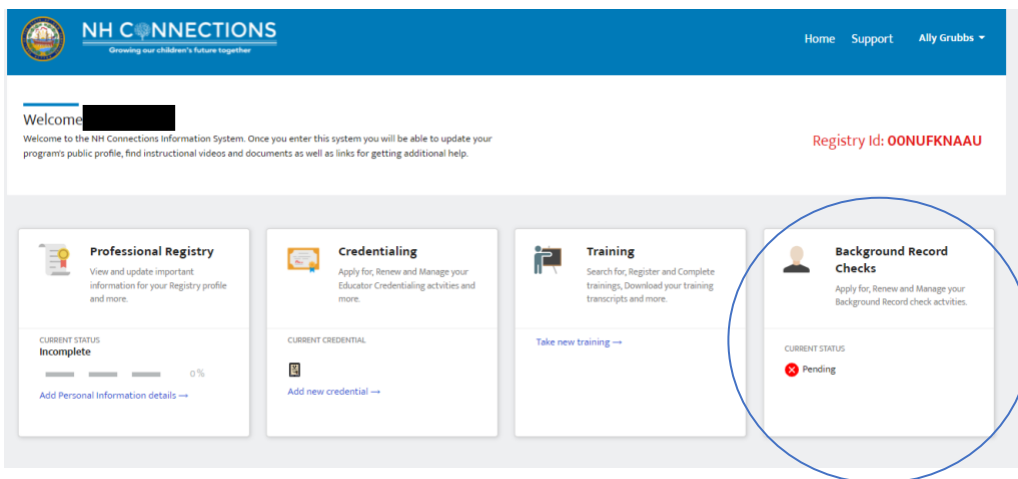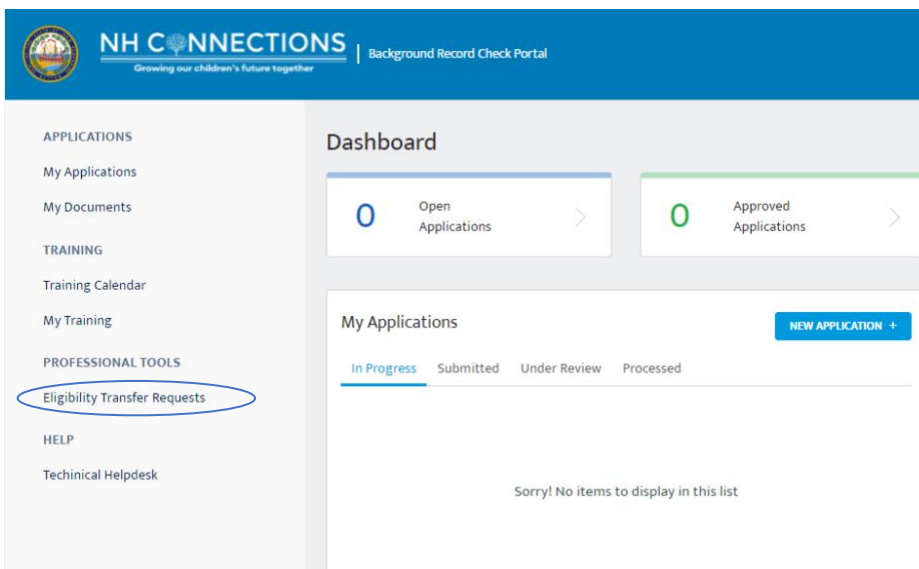
Eligibility Transfer Requests

Once completed there is no need to file anything with CCLU. The only time you need to send anything to CCLU is when someone is required to get a complete BRC done.

Staff should log into NHCIS to initiate their BRC status transfer request to a new program.   Staff may remain connected to more than one program at a time.
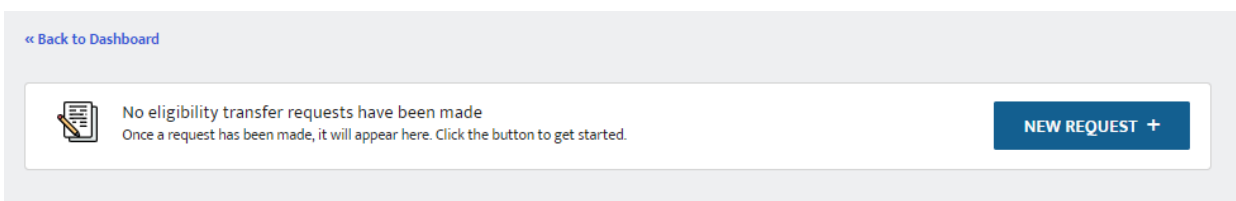
Once logged into NHCIS navigate to the Background Record Check tile:

Choose Eligibility Transfer request from the menu on the left of the page:

Any pending eligibilities will show up here or the option to create a new request:

Date: 3/28/2022

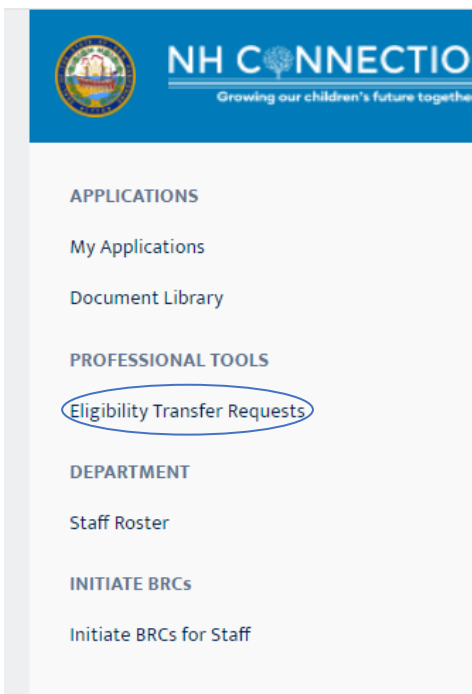Re: Eligibility Transfer Request

Dear █████████

You have initiated an Eligibility Transfer Request within the NH Connections Information System portal. The program you are requesting to transfer to has been notified, and will be required to verify your request, and approve the transfer. You may follow the progress of your submission through the NH Connections Information System portal.

https://uat-nhpublichealth.cs32.force.com/nhcis

Sincerely,
Department of Health and Human Services
Child Care Licensing Unit
129 Pleasant Street, Concord, NH 03301

Phone: (603) 271-9025
Fax: (603) 271-4782
Email: CCLUnit@dhhs.nh.gov
https://www.dhhs.nh.gov/oos/cclu/index.htm

The Center Director or Family provider may then approve the transfer by logging into NHCHIS and entering the Background Record Check area though the tile on that home page. From there choose the Eligibility Transfer Request option the menu along the left-hand side of the page:

Once you enter that area of the roster you will have three tabs related to the status of your staff. Choose Eligibility Transfer Requests and the arrow next to the Submitted option for the person you wish to approve or deny:

From the next screen you can approve or deny the request by choosing the appropriate option.

You will receive confirmation that you want to approve this request and then the person will be added to your Active tab (you may need to refresh the screen).

The individual will receive an e-mail indicating they have been approved

How to Update the Program Staff Roster in NHCIS BRC:

As the Center Director/Site Director/Site Coordinator/Program Director/Family Child Care Provider, you have access to the Staff Roster of your program when you log into NHCIS. After you log in, you will see this tile. The Current Status indicates your Background Record Check (BRC).

If your BRC status is ineligible, you will not be able to proceed, please contact the office at 603-271-9025.

1. Click on the tile.
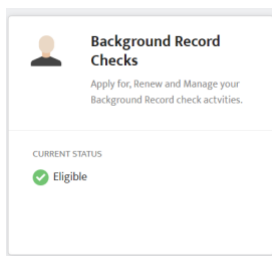
2. You have a Dashboard to show you the status of BRCs for individuals in your program.

3. To see detailed information, go to the Staff Roster on the left side of the screen, highlighted below:
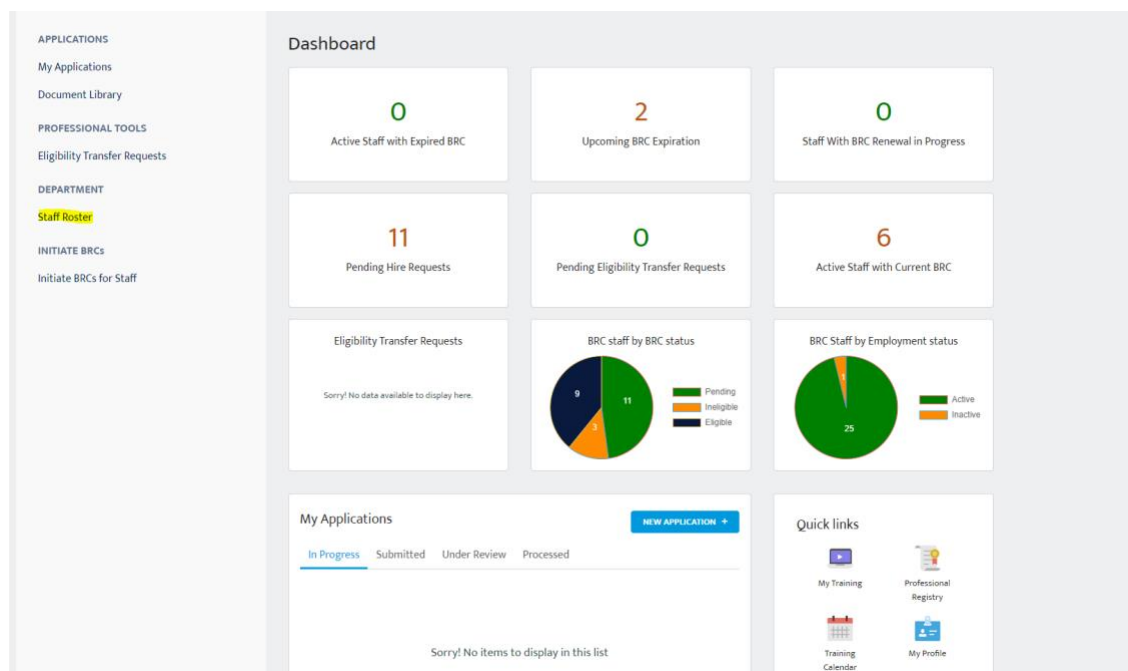
When an individual leaves

4. There are 3 tabs, select Active to see a list of individuals the CCLU has on file as working or living in your program. When an individual leaves, click on the arrow to the right of their name to enter the date the individual left.

Staff Roster
Browse, search and view staff members using the filters and fields below.

∨ Sesame Street Early Learning Testing Center

Eligibility Transfer Requests	Pending Hires	Active

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z   🔍 Search to filter

Name	Role	BRC Expiration Date	Start Date	Eligibility		Employment Status	Details
Cookie Jones	Center Director	2/9/2025	2/13/2015	✅	Eligible	Active	>
Large Bird	Center Lead Teacher	10/6/2027	12/13/2022	❌	Ineligible	Active	>
Snuffle Upagus	Center Director	11/8/2027	2/15/2023	✅	Eligible	Active	>
Oscar T Grouch	Afterschool Group Leader	9/20/2027	7/28/2022	✅	Eligible	Active	>
Prairie Dawn	Center Lead Teacher	8/2/2027	8/2/2022	✅	Eligible	Active	>
Queen Tut	Center Director	8/1/2024	1/1/1900	❌	Ineligible	Active	>
Mrs Hooper	Center Assistant Teacher	10/4/2022	8/1/2022	❌	Ineligible	Active	>

1 2 Next

5. You will see the individual's information, click on the edit screen at the top, highlighted here:

6. At the bottom of the screen, add the individual's end date, and click Save.

Once saved, the individual is no longer visible in the Staff Roster.

Updating Staff Roles

7. Updating staff roles can also be done from this screen.

Keeping the Staff Roster up to date will assist with ensuring that individuals, once employed, remain current with their BRC renewals.

Updating your program profile (directors)

It is important to review this information often. The program e-mail address is where all correspondence are sent for renewal of license, visit results, and more. In addition your child care profile information is used when Child Care Aware is working with families seeking child care. The more accurate and up to date this information is the more likely the best matches will be made for families.

Navigate to the Child Care Profile Tile:
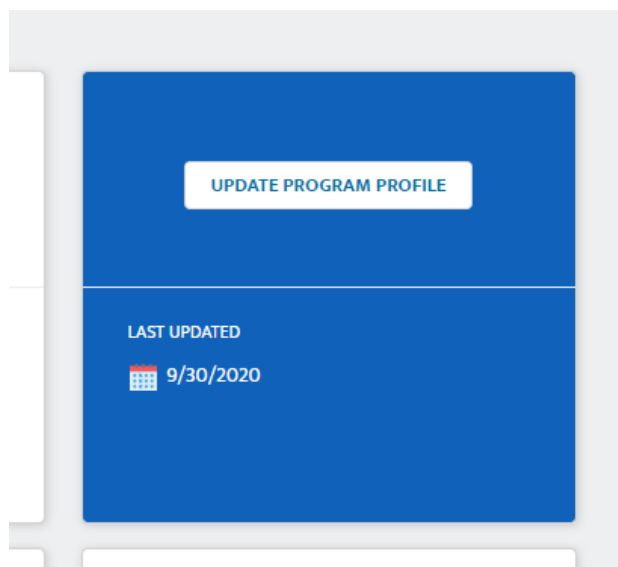
Once within your program profile make sure you update your enrollment status and program e-mail.
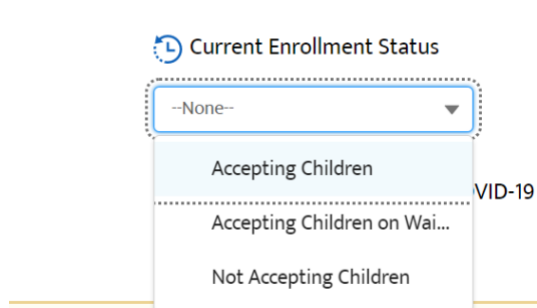
Proceed through each of the sections to customize what you program offers, your schedule, and what open slots you may have.

It's recommended you visit this tile frequently to make sure your profile is up to date.

Visit Results and providing a corrective action plan (CAP)

Navigate to the NHCIS portal and open your program through the licensing tile. Here you will see the "Non-Compliance List" option on the left hand column.

Navigate to the NH Connections Portal

https://nhpublichealth.force.com/nhccis

My Applications
Non Compliance List
Report Incident
HELP

0 Number of Applications In Progress

0 Number of Applications Submitted

0 Number of Applications Under Review

4 Non Compliances to Address
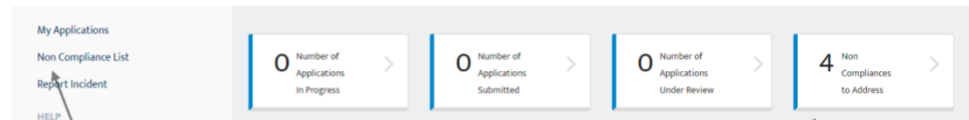
Click on the box with the # of Non Compliances to address.

You can also click on "Non Compliance List" from the menu on the left-hand side of the page.

Find your visit results

Once on the Noncompliance page click the + sign next to the visit you wish to view to access the findings.

« Back to Dashboard

Noncompliance

Save   Save and Submit   Cancel

Visit Number	Visit Date
+ Visit-0028193	8/2/2022

Enter your corrective action plan (CAP)
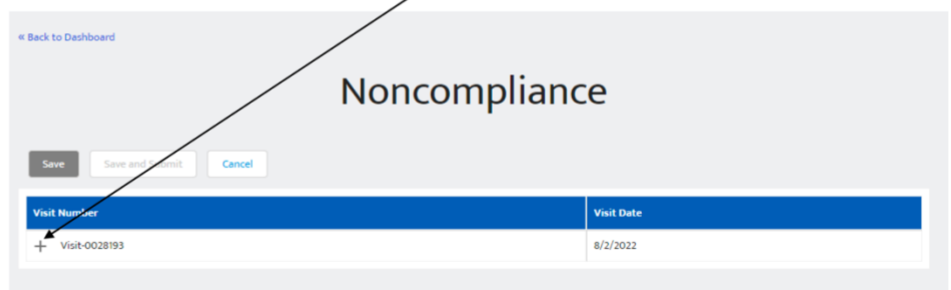
Review the rule and findings from your visit report and enter a corrective action and completion date. You can upload photos and documents if appropriate.

Your CAP should include how you came into compliance and your plan for maintaining compliance in the future. When you are finished click "Save and Submit"

Finishing Up

Once your CAP has been reviewed and approved you will receive an email letting you know. If there are corrections or additional information needed, you will be notified and can update your plan.

The visits history will be maintained on this page. In the future PDF documents of visits, with and without deficiencies, will be available in the portal.

You will receive a PDF once the entire visit process has been completed and approved. This document should be posted in your program as required.

Completing your Licensing Applications in NHCIS (new, renewal, revision)

Once you log into the NHCIS portal you can complete your Renewal and Revision Applications from the licensing tile.
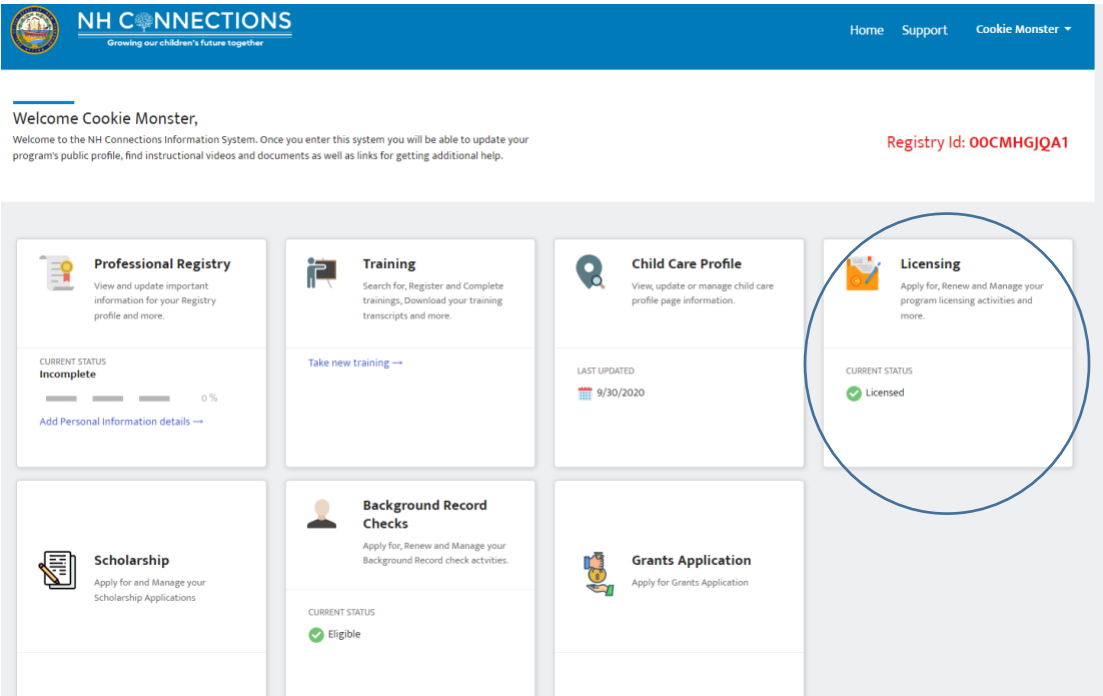
How to read this screen:

Days Remaining: the # of days until your current license is expired.

Days Remaining For Application Renewal Date: the # of days until you will be able to submit a renewal application in NHCIS.

To get started with your application choose "New Application" in the section labeled "My Applications"
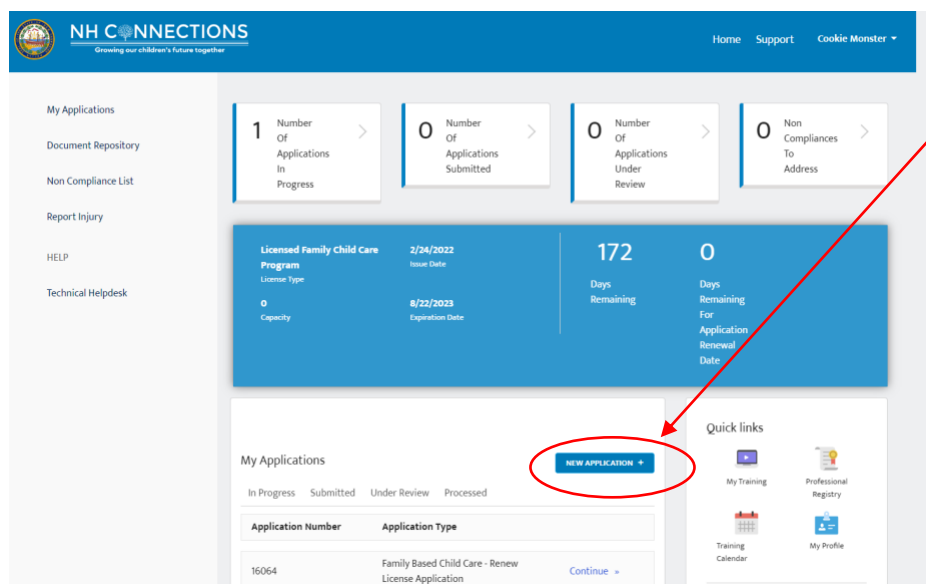
Your available license applications can be found here. Open the application you are completing and get started.
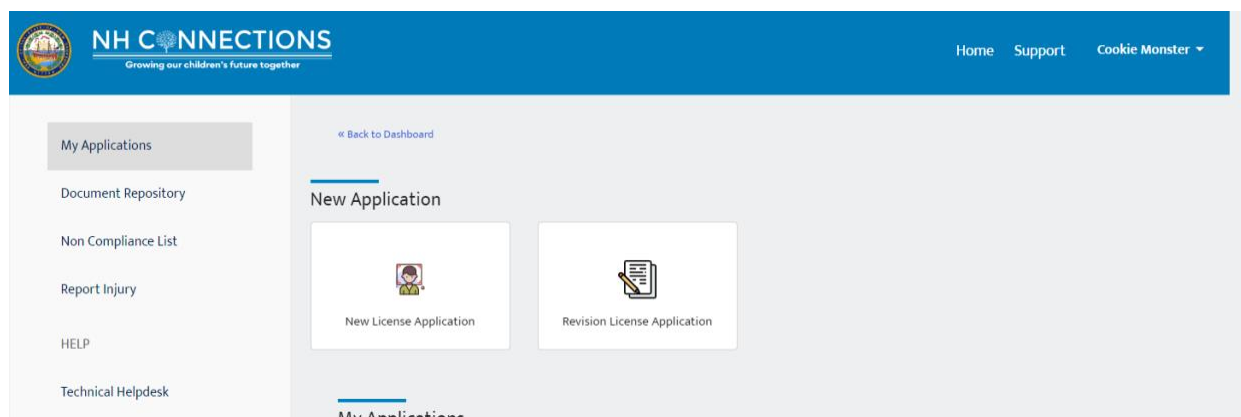
The application process is straight forward but potential questions will be answered by reviewing the following steps.
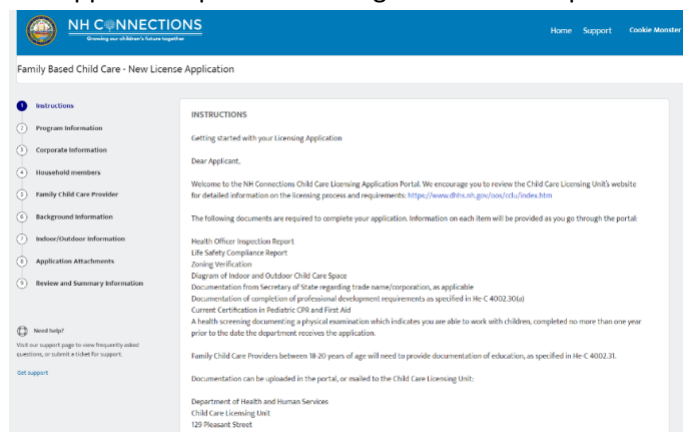
Once you read through the introduction you may "Get Started" Below are various screen shots for Family Child Care and Group Child Care.

Depending on your license type you will choose the type of program you are offering (definitions of these can be found in the licensing rules).

Program Information

2.1 Program Details

* Family Based Child Care

periodically used for such purposes. The term includes residence camps an

* Center Based Child Care

- [ ] All
- [ ] Family Child Care Home
- [ ] Family Group Child Care Home
- [ ] Night Care Program

- [ ] All
- [ ] Infant/Toddler Program
- [ ] Group child care center
- [ ] Preschool Program
- [ ] School Age Program
- [ ] Night care program

123 Main Rd

Complete Section 2.2 with all relevant owner information and Section 2.3 with the Capacity, age ranges and months of operation for your program. The final license may be issued with different age and capacity depending on licensing, fire, health, and zoning restrictions.

2.2 Applicant/Owner/Corporation Details

* Applicant/Owner/Corporation Name

* Applicant/Owner's Phone Number

* Applicant/Owner's Email Address

Federal Tax I.D. number if one has been assigned

Search for applicant/owner/corporation mailing address below or input in the fields

🔍 Start typing

——————— OR ENTER MANUALLY ———————

* Street Address

Apt / Suite #

* City

* State
Please select

* Zip / Postal Code

2.3 Number & Age Range of Children to be cared for

* Total Capacity
0

* Months of Operation
Please select

* Age Range To Be Cared For
Low Range

* Years	* Months	* Weeks
0	0	0

High Range

* Years	* Months	* Weeks
0	0	0

Complete the section on Corporate Information if required. Upload your Secretary of State documentation of good standing. You can find your businesses documentation here: NH Secretary of State

Corporate Information (You must complete this section if incorporated)

Secretary of State Business Look-up Please upload your most recent documentation that indicates your business is in good standing with the secretary of state

https://sos.nh.gov/corporation-ucc-securities/corporation/business-name-lookup/

* Is your Program incorporated?
- ○ Yes
- ○ No

Name of Corporation

[   ]

Business Id

[   ]

Profit or Non-Profit

[Please select   ▲▼]

Corporate Document

[⤒ Upload Files] [Or drop files]

☐ I am unable to upload this document and will mail the required document to: Child Care Licensing Unit 129 Pleasant Street Concord, NH 03301. Failure to mail these documents will result in an incomplete application and I understand my application will not be processed until complete.

Officers of Corporation   [Add an Officer]

[Previous] [**Save And Next**]

Ownership and Household Members: If you are operating out of a home, all household members 18+ must register and complete a BRC and all children ages 10-16 must complete a Household and Personnel Form. (More information can be found on our website) For center based program please complete the information required for any director not already listed.

Ownership and Administration Information

Must list all the Household members, regardless of age or amount of contact with enrolled children, and other individuals who will have daily contact with children enrolled in the program, other than child care personnel.

☑ Is this child care center being operated out of a home?

Household Members   [**Add a Member**]

THE FOLLOWING SECTION REGARDING CENTER DIRECTOR OR SITE DIRECTOR MUST BE COMPLETED. YOU MUST ALSO SUBMIT DOCUMENTATION OF EDUCATION AND EXPERIENCE IN NEXT PAGE AS REQUIRED BY He-C 4002.32(k) OR He-C 4002.32(p) of the NH CHILD CARE PROGRAM LICENSING RULES.

Directors   [**Add a Director**]

Add another Director   ✕

* First Name

[   ]

* Last Name

[   ]

* Role

[Please select   ▲▼]

* Date of Birth

[🗓]

[**Save**]

Documentation is required for new directors and will be asked for during the "Add a Director" process.

All directors must provide a Personnel Health Form with an application.

Document

Child Care Personnel Health Form   Not Uploaded

⬆ Upload Files   Or drop files

☐   I am unable to upload this document and will mail the required document to: Child Care Licensing Unit 129 Pleasant Street Concord, NH 03301 before submitting my online application. Failure to mail these documents will result in an incomplete application and I understand my application will not be processed until complete.

Previous   **Save And Next**

Please provide relevant property information for your program in this next section. You must "Save Building Information" to move on. Please upload a floor plan in this section as well.

YOU MUST COMPLETE A SEPARATE PLAN FOR EACH BUILDING WHEN THERE ARE MULTIPLE BUILDINGS

THE PLAN MUST IDENTIFY:

A. FOR INDOOR SPACE: FOR EACH BUILDING THAT WILL BE USED AS CHILD CARE SPACE, THE FLOOR PLAN SHALL INCLUDE:
1. ROOM DIMENSIONS;
2. LOCATION OF EXITS;
3. HOW EACH ROOM WILL BE USED;
4. THE LOCATION OF BATHROOMS AND BATHROOM FIXTURES (TOILETS & SINKS); AND
5. THE LOCATION OF OTHER HAND WASHING SINKS.
B. FOR OUTDOOR PLAY SPACE:
1. THE OVERALL DIMENSIONS OF OUTDOOR PLAY SPACE;
2. THE LOCATION OF EXITS, GATES, AND STATIONARY PLAY EQUIPMENT;
3. THE LOCATION OF THE OUTDOOR PLAY SPACE IN RELATION TO THE INDOOR SPACE; AND
4. THE PRESENCE AND LOCATION OF POOLS, PONDS, STREAMS, RIVERS, STREETS, ROADS, OR OTHER HAZARDS THAT ARE IN CLOSE PROXIMITY.

Building Information   Add

Building Identifier	Maximum # of Children	Age Range	Floor Plan	Edit/Remove

Add Building Information   ✕

* Building Identifier   * Maximum Number Of Children

* Age Range To Be Cared For
Low Range

* Years	* Months	* Weeks
0	0	0

High Range
* Years   * Months   * Weeks

Save Building Info

Please save the building information to upload the Building Floor Plan document.

Attach the Building Floor Plan

Attach the Building Floor Plan

⬆ Upload Files | Or drop files

☐ I am unable to upload this document and will mail the required document to: Child Care Licensing Unit 129 Pleasant Street Concord, NH 03301. Failure to mail these documents will result in an incomplete application and I understand my application will not be processed until complete.

The final step is to upload required local approvals, sign and submit your application.

Documents

* Are you a school age program located in a currently operating public or private school?

◯ Yes
◯ No

If you do not have the Health Officer Report, Life Safety Compliance Report, or Zoning Verification, click on the document name to download. Once completed you may upload them here, or select the option to mail them to the address provided.

Document Name	Status	Upload/Mail Documents	
* Health Officer Report	Not Uploaded	⬆ Upload Files Or drop files	☐ I will mail this document
* Life Safety Compliance Report	Not Uploaded	⬆ Upload Files Or drop files	☐ I will mail this document
* Zoning Verification	Not Uploaded	⬆ Upload Files Or drop files	☐ I will mail this document

Previous | Save And Next

Indoor/Outdoor Information of Buildings

Building Identifier	Maximum # of Children	Age Range	Floor Plan	Mail Documents
Main House	12	6 Week(s) - 12 Year(s)	Not Uploaded	Yes

☑ *By signing below I hereby certify that:

- I understand that the department may investigate any criminal conviction record, finding of child abuse or neglect, or investigation of or final determination regarding any juvenile delinquency and will make a determination regarding whether the individual is eligible to be in the child care program;
- I understand that the department may delay its decision to approve or deny this application pending the outcome of any investigation, when the applicant, owner, center director, site coordinator, or site director, are named as the perpetrator in any current investigation of any crime, or in an allegation of abuse or neglect;
- I understand that providing false information on this application or any of the attachments, or failing to disclose any information required on the application, or required to be submitted with this application, shall be considered grounds for license denial or revocation;
- I have read the NH Child Care Program licensing rules, and understand that failure to maintain my program in compliance with the applicable rules, may jeopardize my license/permit and/or result in fines being assessed by the department;
- I authorize any police department, court system or human service agency in this or any other state to release copies of any criminal records or child abuse or neglect records to the department;
- All information provided as part of this application and in the required attachments is true and complete to the best of my knowledge.

* Legal Name of Applicant(s)/Owner(s)

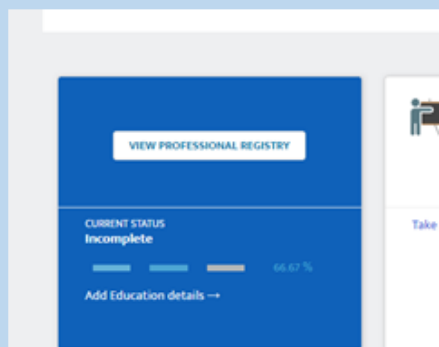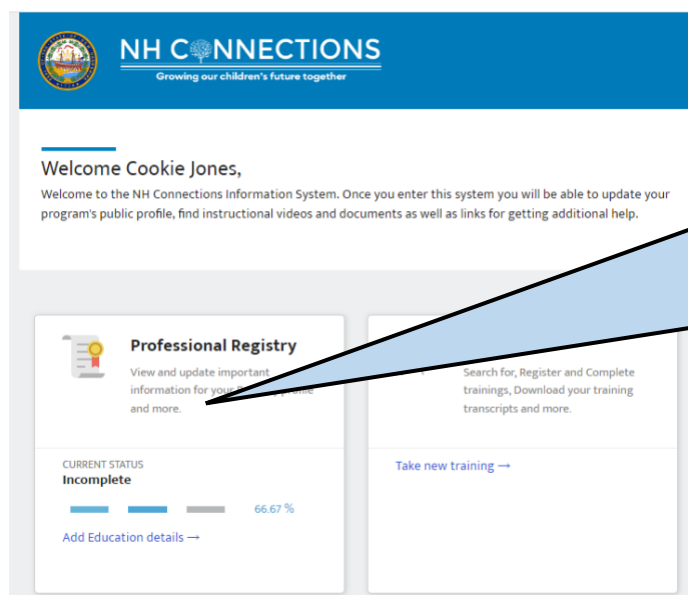Cookie Monster

* Legal Name of Provider
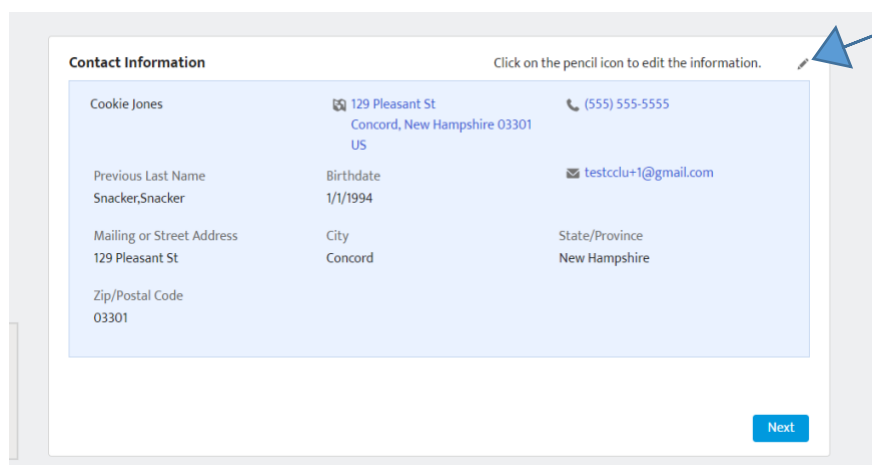
Cookie Monster

Previous   Submit

Updating your Program Profile

Updating your e-mail address in NHCIS

Log into your NHCIS account. Click on the Professional Registry tile.

From here you can update your contact information by clicking on the pencil icon.


Update your information here, including your e-mail address. This will NOT change your log in. Your log in will remain the same but all communication will be directed to the e-mail address entered here.
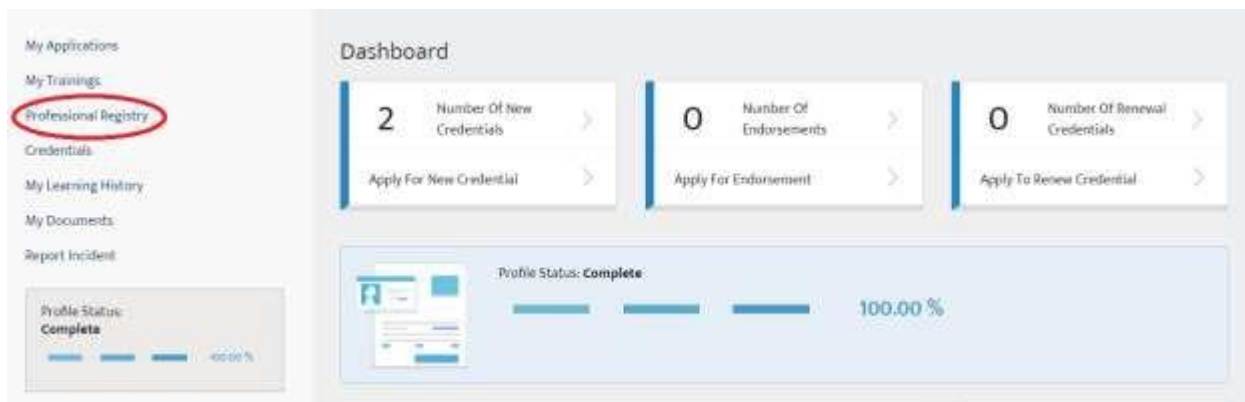
Training

Currently, there are a few ways to find and access your transferred (and new) training information. The first place is within the Professional Registry Tile Application and the other is within the Training Tile Application.
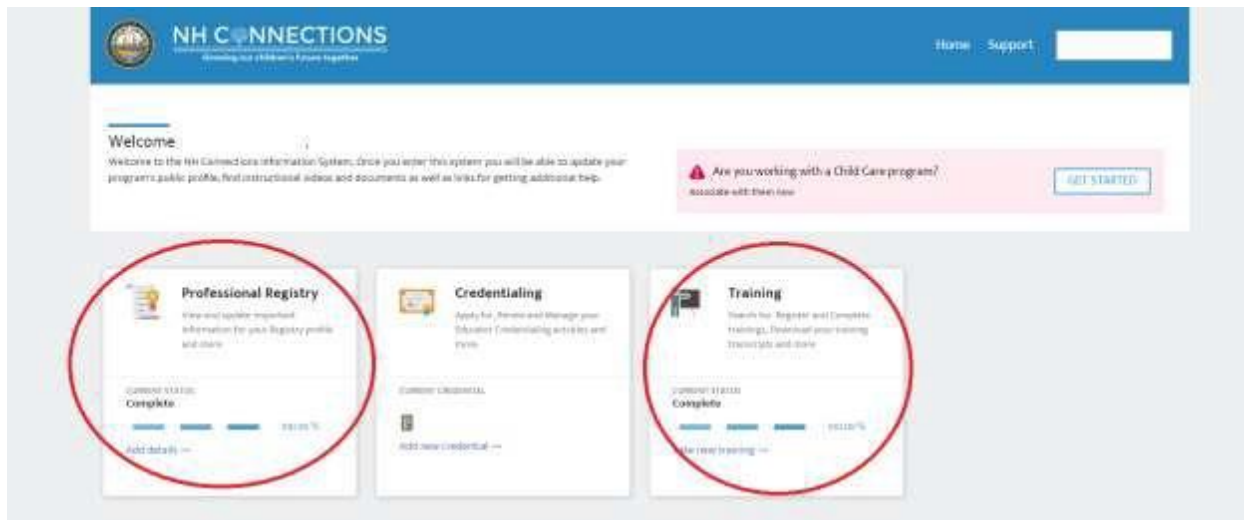
To Access Trainings in the Professional Registry Tile Application

- Click the Professional Registry Tile Application, when you hover over it you will see "VIEW PROFESSIONAL REGISTRY".
- When this Tile launches, click "PROFESSIONAL REGISTRY" on the menu to the left.

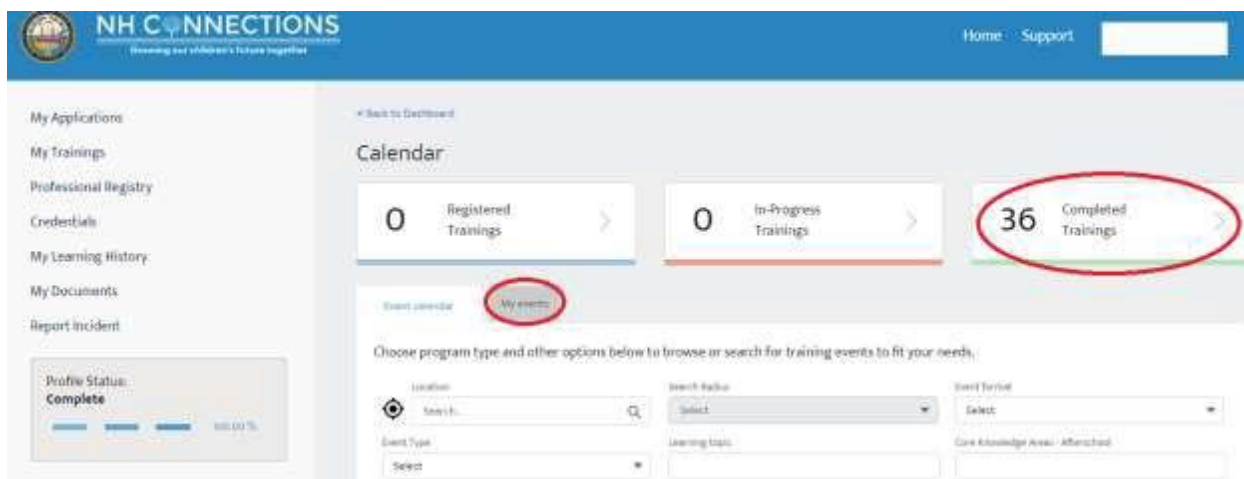- Click "PROFESSIONAL DEVELOPMENT" on the menu to the left.

- Scroll down through your list to see trainings that have been imported from NHPR and new trainings completed through NHCIS/ProSolutions.

You can also generate a "Profile PDF" which will print all education and training information. To do so, simply click the "DOWNLOAD PROFILE PDF" near the top of your screen.

To Access Trainings in the Training Tile Application

- Click the Training Application Tile, when you hover over it you will see "VIEW MY TRAINING".
- When this Tile launches, there are two places to see trainings. The first is in the "MY EVENTS" tab and the other is in the "COMPLETED TRAININGS" section.
- By clicking the "MY EVENTS" tab you should find previous trainings.
- "COMPLETED TRAININGS" also features trainings you have taken.

Adding Self-Reported Trainings

- Within your "Professional Section" click "PROFESSIONAL DEVELOPMENT".
- Then click the "SELF-REPORTED TRAINING" tab.
- Click the "ADD A TRAINING" button.
- Enter all the training information and click "SAVE" button.

- Upon saving, go back to the box containing the entry and click "UPLOAD FILES" to attach the file from your computer.

ProSolutions Support:

Where do I find the Registry ID for ProSolutions trainings in the NHCIS Registry?

The Registry ID for ProSolutions is found on your individual Registry application on the NHCIS. You will find this in the top right hand corner of your screen in red text. Once you put your Registry ID into your ProSolutions trainings, these trainings will be populated into your account.

Adding your Registry ID to an existing ProSolutions Account

Navigate to the ProSolutions website.

- Enter your account information and sign in.
- Click you Name in the top Right corner of the page, then select "PROFILE".
- Ensure all fields with an asterisk are completed.
- In the "STATE REGISTRY ID" box enter your 10 digit Registry ID from your NHCIS: Registry Record.
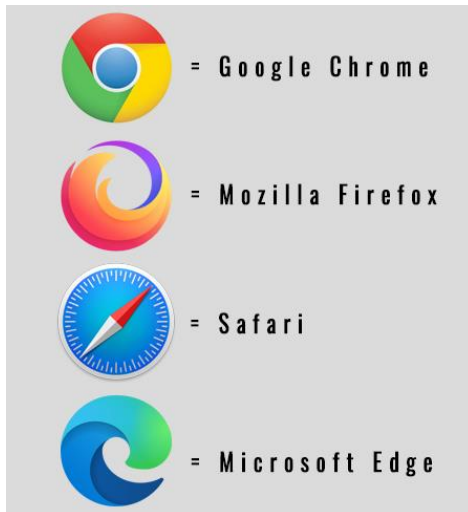- Click the "SAVE PROFILE CHANGES BUTTON".

Troubleshooting

Browser

It is best to use the Google Chrome browser to access NHCIS.

If you don't know what browser you are using check using https://www.whatsmybrowser.org

= Google Chrome	
= Mozilla Firefox	
= Safari	
= Microsoft Edge	

NHCIS was designed to work best with Chrome on a laptop or desktop PC or Mac. We highly recommend that you do not use a mobile phone, or MSEdge, Safari, Firefox, or any other browser other than Google Chrome on a laptop or desktop PC or Mac.

Cache/Incognito

We understand that it is often necessary for staff members to work closely with you - and use your computer or a shared computer - to register for and log into their NHCIS accounts. In such cases, it is a good idea to use the Incognito Mode of your Google Chrome browser before having each different user log into their account.

Because all websites store information on your computer when accessed, the "cached" information created by multiple users can sometimes result in conflicts that cause unusual errors and prevent you from completing your task. This is not a situation unique to NHCIS. If you were to have several employees or household members log into their AT&T account on the same computer, for example, you would likely encounter similar cache and cookie issues. You should also clear cache and cookies from time to time, if you use your computer to log into multiple sites related to NH Child Care.

Steps for clearing your cache:

> **Login issues can sometimes be caused by information that was stored by your browser during previous visits to NHCIS. If you are already using Chrome, clear the cache and cookies to avoid potential login conflicts, using the following steps:**
>
> - Close the Chrome browser, if it is still open.
> - Reopen Chrome.
> - At the top right, click on the 3 vertical dots in the top right corner.
> - Click More tools and then select Clear browsing data.
> - At the top, select the time range, "All time."
> - Check the boxes next to "Cookies and other site data" AND "Cached images and files."
> - Click Clear data.
> - Close and reopen Chrome.
> - Log in to NHCIS.

Help Desk/Support Ticket

Do know that the Help Desk is here to assist you when needed. We will work closely with you and new employees to set up their account and complete tasks as necessary. Although our team does not provide phone support, we do monitor incoming support requests continuously throughout the day, and we will respond to users' requests for help as soon as possible.

Please let us know if you have any questions, or you encounter any further difficulties.

Submitting a support ticket for a login issue

Navigate to the NHCIS Login Page and click the white "SUPPORT" button on the left hand side.

Enter your contact information.

- Select the ticket type that applies to your issue. (Login Issue, Forgot Password does not work or Forgot Username).
- Add a detailed description of the issue happening including any error messages, the browser/device used or any other relevant information.

Submitting a support ticket for a non-login issue

- Navigate to the NHCIS Log in Page.
- Login using your email address and password for your NHCIS account.
- Click the white "SUPPORT" button in the top right hand corner of the page.
- Select the item you need assistance with in the "I NEED ASSISTANCE" drop down.
- Add a basic subject in the "SUBJECT" field.
- Add a detailed description of the issue happening including any error messages, the browser/device used or any other relevant information.
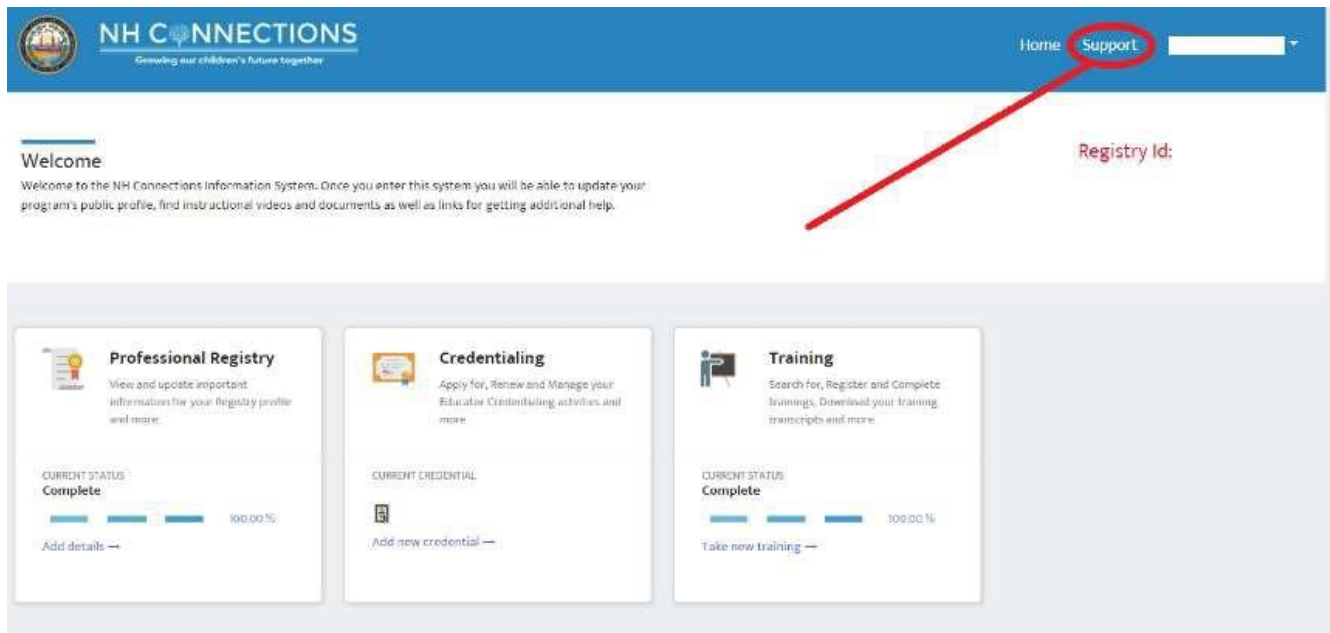
Please note: NHCIS help is for issues related to assistance using the NHCIS portal. All other questions should be directed to the programs that oversee those programs.

Bureau of Child Development and Head Start Collaboration, Child Care Licensing, Child Care Aware, ACROSS NH

Each organizations website includes a wealth of information to assist you and direct you to the right person to help answer your questions.